



May 15, 2003

Dear Kenworth Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain ArvinMeritor FF981 steer axles installed on trucks manufactured from September 2, 1998 through December 8, 2001. Your truck was manufactured with this configuration.

Kenworth Truck Company determined that hub units supplied by ArvinMeritor for assembly into the unitized FF981 steer axles may have an improperly honed component. These units with surface irregularities on the sealing surface may develop premature spalling of the affected bearings and could eventually lead to break down of the bearing. This defect could eventually cause the wheel to fall off or lead to fire, which may result in a crash.

Kenworth initiated a recall to correct this condition by replacing the affected hubs. As of the date of this letter, Kenworth urges you to immediately contact your nearest authorized Kenworth dealer to have this work completed. Replacement hubs are currently being built. The full supply of hubs to support the affected population will be built up by September 1, 2003. The dealer will order the hubs (if they are not in stock), notify you as soon as they are received, and will schedule an appointment for the hub replacement. This work may take up to 4 hours and will be performed at no charge to you. In the interim, Kenworth urges you to immediately contact your nearest authorized Kenworth dealer to inspect for spalling of the bearings. This work may take up to 2 hours and will be performed at no charge to you.

If you believe you had this repair made prior to receiving this notification, please contact your nearest dealership for possible reimbursement.

If you require further information about this recall or experience any difficulty in making arrangements for the inspection or correction, please contact Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department, phone 425-828-5000.

If you conclude that Kenworth Truck Company has not enabled you to remedy this defect in reasonable time and without charge, you may submit a complaint to: Administrator for Safety Assurance, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll free auto safety hotline at 1-888-327-4236.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Please advise Kenworth Truck Company if you no longer own this vehicle and know the new owner's name. The enclosed card may be used for this purpose.

We regret any inconvenience that this work may cause.

Sincerely,

Mike Kalkoske

Director of Customer Service

June 13, 2003

**SUBJECT: SAFETY RECALL #343-A  
ARVIN MERITOR FRONT AXLE MODEL FF981 with SKF UNITIZED HUBS  
EXPIRATION DATE: NONE**

Dear Peterbilt Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Peterbilt Motors Company has decided that a defect which relates to motor vehicle safety exists in certain Peterbilt vehicles which were manufactured with certain ArvinMeritor FF981 front axles. Your vehicle has been identified as being manufactured with one of the identified front axle serial numbers with the possible defect.

The front axle hub assemblies on your vehicle are at risk of premature failure due to possible bearing spalling. Spalling of the affected bearings will eventually lead to a break down of the bearing. The operator should have ample forewarning of an impending failure by one or more of the following: activation of the ABS warning light, pronounced steering wheel vibration, brake drag, pulling and a noisy front end. Spalling can also be detected prior to failure by inspection per ArvinMeritor's procedure TP-0251 (enclosed). If inspections are not performed, and forewarning is ignored, a hub fire and/or wheel/hub separation is possible, which may result in a crash.

Peterbilt has initiated a recall campaign to correct this condition by having the hub assemblies replaced. Parts necessary to facilitate this repair will be available on September 1, 2003. Please contact the nearest Peterbilt dealership immediately to have them order parts and schedule you for this repair. The dealer can then notify you as soon as parts are received and set up an appointment to perform the repair. This procedure should take no more than 2.4 hours and will be performed at no charge to you. In the interim you are urged to perform the enclosed inspection.

If you require further information about this recall, or experience any difficulty in making arrangements for the repair, please contact Peterbilt Motors Company, 1700 Woodbrook Street, Denton, Texas 76205-7864, attention: Customer Service Department, phone: 940/391-4171.

If you conclude that Peterbilt Motors Company has not enabled you to remedy this defect in reasonable time and without charge, you may submit a complaint to: Administrator for Safety Assurance, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington DC 20590, or call the toll free safety hotline at 1-888-327-4236.

If you no longer own this truck, we would appreciate your advising us of the new owner, if the name is known to you. The enclosed postage-paid envelope may be used for this purpose.

If you paid to have this service done prior to receiving this letter, Peterbilt is offering a full refund. For information required to submit a claim for reimbursement, please call TruckCare 1-800-473-8372 and press 8 for TTY access.

We regret any inconvenience this may cause you and appreciate your cooperation in this matter.

Sincerely,

  
Mike Courroy  
Quality Services Manager